

Ford Motor Company

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

November 2000

00S20

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that certain 2000 Focus vehicles fail to conform to the requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS) No. 201 "Occupant Protection in Interior Impacts".

What the non-compliance issue is...

Testing indicates that certain 2000 model year Focus vehicles may not comply with FMVSS 201 interior head impact requirements at the top of the A-pillar. In the event of an accident, an occupant contacting that location may not be provided the interior impact protection intended.

What Ford Motor Company and your dealer will do...

The dealer will replace both left hand and right hand A-pillar trim panels on your vehicle.

Ford Motor Company will repair your vehicle free of charge (parts and labor). You are urged to contact your dealer and arrange to have this concern addressed as soon as possible.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

What we are asking you to do...

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 00S20.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you've already paid for this service...

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you've changed address or sold the vehicle...

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

If you have concerns...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership Service Manager. If you still need assistance, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3673
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)

Monday-Friday: 8am - 11pm

Saturday: 9am - 6pm

or you may contact us through the Internet at:

www.ownerconnection.com

Our current response time to Internet inquiries is three business days.

You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 1-202-366-0123).

Quality Care service is there for you all year round.

QualityCare
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill

Director

Vehicle Service and Programs